



COVID-19 SUPPORTS in DURHAM REGION

Distributed in collaboration with

The Gap Committee | Prevent and End
Homelessness
Together We Can | in Durham Region

Service Updates August 12th

If you have updates for your service/agency or if you are aware of any errors, omissions or discrepancies, please provide them to dhumemckenna@dmhs.ca before 3:00 pm on Tuesday of each week. The Service Updates will be updated weekly, on Wednesdays, from now on. Exceptions will be made if necessary.

The Service Updates will include everything from the previous version plus new items at the beginning. This will enable you to have one comprehensive document to work with. Please delete or discard the previous version to avoid confusion.

If you would not like to receive this service update please let me know at the same email address. Stay safe. Wash your hands. Don't touch your face. Wear a mask as required. Thank you for everyone's efforts and collaboration during this extraordinary time. If you are aware of any unmet basic needs for the people you are serving please let me know.

Contact: Doreen Hume McKenna at 905-444-3245.

This information is also on the **Gap Committee** Facebook page at [gapcommittee-durhamregion](https://www.facebook.com/gapcommittee-durhamregion). The Gap Committee website is updated daily and is very cell phone friendly for electronic referencing.

www.gapcommittee.ca

Signs of Heat Exhaustion and What to Do

Please continue to be vigilant for signs of heat exhaustion that you may see. These include cool, moist skin with goosebumps in the heat, heavy sweating, faintness, dizziness, fatigue, nausea or headache.

People experiencing these symptoms should stop activity, take off extra clothing, move to a cooler place and drink water or sports drinks.

If you are with someone showing signs of heat exhaustion, seek immediate medical attention if he or she becomes confused or agitated, loses consciousness, is unable to drink, or if you are concerned for any other reason.

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Do You Know Someone Who is Interested in Helping?

Thank you in advance for your interest in helping. Please visit this Region of Durham site to see opportunities to volunteer or make a donation that will assist in Durham Region. #DurhamStrong.

<https://www.durham.ca/en/regional-government/covid-19-community-resources.aspx>

Service	Current Status
NEW UPDATES	
<p>DURHAM REGION Entered Stage Three reopening on July 24th</p>	<p>As Ontario begins to reopen the economy, we encourage all Durham Region residents and businesses to review the information in this Community Reopening Toolkit.</p> <p>This information has been compiled by Durham Region Health Department. It is intended to provide guidance to residents and businesses to prepare for safe reopening of our community, subject to direction from the Province of Ontario, and should not be construed as legal advice or to replace specific instructions that may be issued by Durham Region Health Department or the province.</p> <p>https://www.durham.ca/en/health-and-wellness/community-reopening-toolkit.aspx</p>
<p>DURHAM REGION TRANSIT</p>	<p>On Monday, August 24, we are launching Phase A of our service plan and introducing a new transit network designed to meet current and projected customer demand, from early morning to late night. Residents of and visitors to Durham Region will have access to public transit no matter where they live, work or are travelling to within the region.</p> <p>We're taking an innovative approach to delivering transit service with this forthcoming service change, providing increased frequency, availability, and ensuring maximum flexibility for customers.</p> <p>News Release is distributed with the August 12th Service Update</p>
<p>BACKPACK AND BACK-TO-SCHOOL PROGRAMS</p>	<p>To register for one of the backpack/back-to-school programs in the region:</p> <ol style="list-style-type: none"> 1. Register with St. Andrew's Community Foodbank in Whitby 905-668-4022 *serves ANYONE from any location in Durham Region 2. Register with Simcoe Hall Settlement House 905-728-7525 * serves Oshawa residents 3. Register with CAREA community Health Center * serves anyone who is currently a client (any program) or registered with one of their food banks. 4. Register with Salvation Army * should register with the Salvation Army in their areas (i.e. Whitby, Bowmanville, Oshawa etc...)

Service	Current Status
	<p>5. Register with South Side Worship Center 905-428-1985 *serves Ajax/Pickering residents</p> <p>These are the same agencies to direct people to for Christmas hamper help (food, clothing, toys, gifts etc.)</p> <p>Clients can only register with one agency for any program. Lists are cross referenced. It's the client's choice where they participate.</p>
<p>RESILIENT COMMUNITIES FUND – Ontario Trillium Foundation</p> <p>The Ontario Trillium Foundation (OTF) will be redirecting \$83 million from its Capital and Grow granting streams to support Ontario nonprofits through the Resilient Communities Fund.</p> <p>Its purpose is to support rebuilding the capacity of eligible non-profit organizations that have been impacted by COVID-19.</p> <ul style="list-style-type: none"> * Two intake deadlines: September 2 and December 2, 2020 * Decisions will be made 3 months after the deadlines * Grants are for one year, starting from \$5,000 to \$150,000 for one (or more) of five activities: <ul style="list-style-type: none"> * Organizational capacity building/training for rebuilding (including research and development); mental health and wellness supports * Prepare to develop new sources of funding and finance (including public-private partnerships and social finance) * Adapt/reimagine programming (e.g., personal protective equipment, technology, volunteer supports) * Procure equipment or renovate space (capital costs) * Create and/or adopt new approaches for organizations to work together to meet the needs of communities (e.g. professional development, knowledge and data sharing) <p>Learn more about the fund <">https://urldefense.proofpoint.com/v2/url?u=https-3A_theonn.us17.list-2Dmanage.com_track_click-3Fu-3Dcf59c73065cb8f4354e5408be-26id-3D53fa6cf17d-26e-3D3271505b0d&d=DwlGaQ&c=JZUmuHfvZaOkNOGiUpQbGyGsM8Jf9oFbjpAib-DiM1Q&r=KiLDXMrnp0Mk13tYpYvXkHuTrCnofjJv3oKbu39hmw&m=d5AdUG6rFMVUGOaLXcf8qLJ6QR4D-DJre-ADQQ0mYj0&s=g9cT2WqXf7u2jJO3Xv96D9WEBni7ptTMAPYik2xKvow&e=>></p>	
<p>AJAX PUBLIC LIBRARY</p>	<p>We are excited to welcome you back to Main Branch for limited on-site services beginning Tues Aug 11, 2020 at 11am!</p> <p>PUBLIC COMPUTER ACCESS COOLING CENTRE (ONLY WHEN UNDER A HEATH ALERT)</p> <p>Customers with questions or concerns about the relocation of services can call us at 289-943-5001 between 8:30 and 4:30 pm.</p>

Service	Current Status
CELL PHONE CHARGING LOCATIONS	
<p>These locations are available for cellphone charging depending on availability. Please let staff know that you would like to charge before plugging in.</p> <ul style="list-style-type: none"> • Christian Faith Outreach Centre – Doors of Compassion (Ajax); • Ajax Hygiene Hub (also has Wi-Fi) • The Refuge • Gate 3:16 (please speak to manager first) • Backdoor Mission (Mission United) • First Light Foundation of Hope (during open hours) • Mission United 	

Service	Current Status
FUNDING OPPORTUNITIES	
<p>Funding to assist people who are QTBIPOC</p>	<p>Are you a QTBIPOC person in Durham Region looking for financial assistance due to the current pandemic? Including but not limited to: - - -</p> <ul style="list-style-type: none"> -Rent, Housing and Utilities -Food -Care and Support of Loved ones - Gender affirming materials - Physical, Emotional and Spiritual Wellness <p>email rae@pflagdurhamregion.com.</p>
<p>ENABLING ACCESSIBILITY FUND</p> <p>Youth Innovation Component</p>	<p>Funding is available to improve accessibility and safety in your community spaces and workplaces</p> <p>The Enabling Accessibility Fund has also launched a funding process under the EAF Youth Innovation Component, which is currently accepting applications until October 30, 2020. Let’s build a more accessible Canada!</p> <p>If you would like to apply for funding or learn more about EAF funding opportunities underway, please visit the EAF funding webpage.</p>

Service	Current Status
	<p>The EAF Roadmap may also help you in choosing the right accessibility project for your organization.</p> <p>We encourage you to share this email with your network, partners and stakeholders so they may also benefit from this funding opportunity.</p>

RESILIENT COMMUNITIES FUND – Ontario Trillium Foundation

The Ontario Trillium Foundation (OTF) will be redirecting \$83 million from its Capital and Grow granting streams to support Ontario nonprofits through the **Resilient Communities Fund**.

Its purpose is to support rebuilding the capacity of eligible non-profit organizations that have been impacted by COVID-19.

- * Two intake deadlines: September 2 and December 2, 2020
- * Decisions will be made 3 months after the deadlines
- * Grants are for one year, starting from \$5,000 to \$150,000 for one (or more) of five activities:
 - * Organizational capacity building/training for rebuilding (including research and development); mental health and wellness supports
 - * Prepare to develop new sources of funding and finance (including public-private partnerships and social finance)
 - * Adapt/reimagine programming (e.g., personal protective equipment, technology, volunteer supports)
 - * Procure equipment or renovate space (capital costs)
 - * Create and/or adopt new approaches for organizations to work together to meet the needs of communities (e.g. professional development, knowledge and data sharing)

Learn more about the fund <https://urldefense.proofpoint.com/v2/url?u=https-3A_theonn.us17.list-2Dmanage.com_track_click-3Fu-3Dcf59c73065cb8f4354e5408be-26id-3D53fa6cf17d-26e-3D3271505b0d&d=DwlGaQ&c=JZUmuHfvZaOkNOGiUpQbGyGsM8Jf9oFbjpAib-DiM1Q&r=KilDXMrnp0Mk13tYpYvXkHuTrCnofjJlV3oKbu39hmw&m=d5AdUG6rFMVUGOaLXcf8qLJ6QR4D-DJre-ADQQ0mYj0&s=g9cT2WqXf7u2jJO3Xv96D9WEBni7ptTMAPYik2xKvow&e=>

COOLING LOCATIONS during Heat Warnings

<p>DURHAM REGION HEAT WARNING AND INFORMATION SYSTEM (HWIS)</p>	<p>https://www.durham.ca/en/health-and-wellness/extreme-heat-and-humidity.aspx</p> <p>To help Durham Region residents take protective action during extreme heat events, Durham Region Health Department has implemented the Durham Region Heat Warning and Information System (HWIS).</p>
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Service	Current Status
	<p>The Durham Region HWIS can reduce heat-related illnesses during extreme heat events by alerting the public about extreme heat events, directing community response and outreach to vulnerable and priority populations, and providing individuals with information on how to prevent heat-related illnesses.</p> <p>Durham Region Health Department gives local municipalities and community partners early notification of extreme heat events as they have services for those who are more vulnerable to heat. To subscribe to early notification emails https://www.durham.ca/en/health-and-wellness/extreme-heat-and-humidity.aspx#subscribe</p>
<p>Ajax Public Library MAIN BRANCH 55 Harwood Ave. South</p>	<p>To provide relief for Town of Ajax residents during heat alerts, the Main Branch of Ajax Public Library will act as a Temporary Cooling Centre, starting Wednesday, June 10, 2020.</p> <p>Hours of operation for the Temporary Cooling Centre will be 11 a.m. to 9 p.m., while heat warnings for the Region remain in effect.</p> <p>The Library is following Durham Region Public Health’s guidelines for operating a cooling centre. These include having a controlled access, separate entrance and egress, providing masks and gloves to customers, providing access the hygiene stations, social distancing and increased cleaning. No Library services (other than Wifi) are permitted.</p> <p>Within Main Branch, the Rotary Room has been selected as the designated cooling area. Residents will access the branch via the Harwood Ave doors only, with access controlled by a security guard who will manage sign-in, screening and monitoring capacity.</p> <p>Exterior and interior signage will advise residents on access points, wayfaring and instructional/behavioural expectations while in-branch.</p> <p>For additional questions/concerns, please call us at 289.943.5001 between 8:30 a.m. and 4:30 p.m., Monday to Saturday.</p>
<p>OSHAWA</p>	<p>In the event that Environment and Climate Change Canada and Region of Durham declare an extreme heat event for Oshawa, cooling centres will operate from 11:00 a.m. to 7:00 p.m. in the following City recreation facilities:</p> <ul style="list-style-type: none"> • Arts Resource Centre – 45 Queen Street (adjacent to City Hall)

Service	Current Status
	<ul style="list-style-type: none"> • South Oshawa Community Centre – 1455 Cedar St. <p>The City of Oshawa will supply non-medical face masks upon need/request at the City’s cooling centre locations when they are activated.</p>
PICKERING	<p>Chestnut Hill Developments Recreation Centre 11 am – 6 pm 1867 Valley Farm Road</p> <ul style="list-style-type: none"> • Leashed pets are welcome provided they are well controlled by their owner • Extra seating and water is provided in the banquet hall
PUBLIC ACCESS TO COMPUTERS	
OSHAWA PUBLIC LIBRARY	<p>Starting July 8th public computer appointments will be available for customers at our Jess Hann and Northview Branches, followed by the McLaughlin Branch on Monday, July 13th. Each computer appointment will be a maximum of 45 minutes. Printers and photocopiers will also be available by appointment only. Due to physical distancing restrictions, availability is limited.</p> <p>You may book your computer appointment in person, or by calling 905-579-6111:</p> <p>Jess Hann Branch - ext. 5860 Northview Branch - ext. 5871 McLaughlin Branch - ext. 5200</p> <p>Before entering the Library, customers will complete a COVID-19 screening, and are required to practice safe physical distancing, proper hand hygiene, and wear a non-medical face mask or face covering while in the Library. Computer stations will be cleaned between appointments.</p> <p>Please note that the Library remains closed to the public with the exception of computer appointments. If you would like to borrow from the Library, you may place holds through the catalogue on our website or call 905-579-6111 ext. 5200 and we will contact you to schedule a pick-up time through our Take-Out service.</p>
AJAX PUBLIC LIBRARY MAIN BRANCH	<p>Computer access appointments is available Tuesdays to Saturdays between 11am to 7pm (the last bookable time-slot is 6pm). These one hour slots permit 45 minutes of customer use plus a mandatory 15 minutes of workstation cleaning for the next customer. Following health & safety protocols including safe physical distancing, customers are able to enter after</p>

Service	Current Status
	<p>completing the COVID-19 self-assessment to use an assigned work station on the 2nd floor with their library card. Call 905-683-4000 ext. 8813 or email libraryinfo@ajaxlibrary.ca to book your appointment now!</p> <p>* Appointments are available on-the-hour between 11am to 7pm (the last bookable time-slot is 6pm) and limited to two (2) sessions per day.</p> <p>* Please bring your library card for identification purposes — ask staff if you need help registering for a new card!</p> <p>* Arrive at the Main Branch Harwood Ave entrance 10 minutes before your scheduled time. Staff will greet you there.</p> <p>* Successful completion of a mandatory COVID-19 self-assessment is required prior to entry.</p> <p>* Staff will guide you to follow the directions to 2nd floor. Additional staff will greet you and show you to your assigned computer workstation on the 2nd floor.</p> <p>* Login and work on the computer for up to 45 minutes. Access to the printers will also be available. Staff are available at service desk for assistance.</p> <p>* Once your 45 min session is over, please follow the directions to exit the branch.</p> <p>* Please note: there will be no access to the library materials while in the branch at this time. Materials are only available via curbside pickup. If required, please speak to a staff member about placing holds on additional materials.</p>
INCOME SECURITY	
<ul style="list-style-type: none"> • If you are worried about paying a utility bill, contact your utility company for information about relief and other options. All utility companies that provide service in Durham Region have created COVID-19 assistance and flexibility programs to support residents. • Hydro and water disconnects are suspended until further notice. • All eviction orders are suspended until further notice. • The personal income tax deadline has been extended to June 1. Community tax clinics are postponed at this time, but information will be posted at Durham.ca as it becomes available. • The Federal government has assured seniors that OAS and GIS payments will not be interrupted. 	
ONTARIO WORKS	<p>All Income and Employment Support offices are currently closed to the public, which includes the Employment Resource Centre located in the Midtown Mall.</p>

Service	Current Status
	<p>Ontario Works clients can continue to contact their caseworker for supports as all staff are currently teleworking.</p> <p>Ontario Works Clients will continue to receive their monthly payments via direct bank deposit, reloadable payment card or cheque.</p> <p>To apply for Ontario Works or Emergency Assistance through Ontario Works please call the application centre at 1-877-678-6333</p> <p>Applications for Ontario Works financial assistance will continue online and through the Application Centre which is available Monday to Friday from 8am to 4pm.</p> <p>The telephone application will take approximately one hour to complete.</p> <p>*Local calls: 905-428-8982 *Toll-free: 1-877-678-6333 *Bell Relay: 1-800-855-0511</p>
<p>ONTARIO WORKS</p> <p>Cheque Pick-ups for Clients with NO FIXED ADDRESS</p>	<p>Cheque pick up dates for Ontario Works clients with NO FIXED ADDRESS for September will be posted when available.</p> <ul style="list-style-type: none"> • Clients will be expected to present valid ID (Driver’s license, passport, Birth Certificate, Ontario photo ID etc.)
<p>ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)</p> <p>COVID-19 KEY INFORMATION</p>	<p>Effective August 4, ODSP office hours are now 8:30 am to 5 p.m. Monday to Friday. For everyone’s health and well-being, please continue to avoid going to an ODSP office unless asked to do so. Phone will be answered 9am-4:45pm Clients are encouraged to connect with their caseworker through email (if possible) at oshawa.odsp@ontario.ca</p> <p>Did you know you can access information about your case, report income, and change your address online? Register now at Ontario.ca/MyBenefits</p> <p>Key information for clients</p> <p>You will continue to receive your monthly ODSP payment. If you usually pick up payments from your ODSP office, you should contact the office for instructions.</p> <p>You do not need to drop off an income report in person. You may use the MyBenefits online service, mail, email, or call the office. Payments will not be suspended if the report is late.</p> <p>Payments for Special Diet Allowance, Mandatory Special Necessities or other recurring benefits expiring will be extended and a new form is not required.</p>

Service	Current Status
	<p>If you need a new benefit such as eyeglasses, repairs to a wheelchair, or other assistance, contact your ODSP office. If you can't get in to see a healthcare practitioner, we will help you complete the relevant form.</p> <p>Emergency benefit ODSP clients who have additional expenses related to the COVID-19 outbreak and who don't receive Canada Emergency Response Benefit (CERB) income (with some exceptions) are eligible for monthly payments of \$100 for a single person or \$200 for a family until July 2020. Families with a youth under 18 receiving the CERB or a family member in full-time school attendance receiving the CERB may still be eligible for the benefit. If you received this benefit in March or April and meet the eligibility criteria, you will automatically receive the benefit in May, June and July. For new requests, please email ODSP.EmergencyBenefit@ontario.ca or call 1-888-444-2412 with your name, member ID and your additional expenses.</p> <p>Applying for ODSP and medical reviews The ministry is still processing ODSP applications. We can send the application package directly to an applicant's healthcare practitioner to help avoid in-person visits. If you have an ODSP application package or medical review package that is due soon but you can't submit it to the Disability Adjudication Unit by the deadline, we will accept late packages during the COVID-19 emergency period. Please disregard any letters you may receive about the deadline for your ODSP application package, medical review package, or internal review request during this time. We will re-assess the situation at a later date and inform you of any changes. Call the Disability Adjudication Unit at 1-888-256-6758 if you have any questions.</p> <p>Appeals and reviews If you disagree with a decision and want to ask for an internal review, the timeline for asking is suspended during the emergency period. If you disagree with a decision and want to appeal it, you can appeal to the Social Benefits Tribunal (SBT) after seeking internal review. You must still request an internal review to appeal. For questions about an SBT appeal, contact the SBT at 1-800-753-3895 (toll free), 1-800-855-0511 (TTY), or visit sjto.gov.on.ca/sbt</p> <p>Treatment of the Canada Emergency Response Benefit (CERB)</p>

Service	Current Status
	<p>For all ODSP applicants and recipients, CERB payments are treated like employment income. The first \$200, and 50 per cent of each additional dollar received, is exempt.</p> <p>If you are receiving the CERB, you should report this income. You can do this using phone, fax, mail, secure email or the general ODSP office email address. If you become financially ineligible for ODSP income support while receiving the CERB, you will not lose access to health benefits. You will remain on social assistance, at a nominal amount, to ensure continued access to benefits and case management supports.</p> <p>Please do not contact ODSP to apply for the CERB. For information on eligibility for CERB or to apply visit: Canada Emergency Response Benefit</p> <p>Additional resources</p> <ul style="list-style-type: none"> • Receiving payments by cheque? Consider switching to direct bank deposit (DBD) payment or a reloadable payment card (RPC). Contact your ODSP office to ask about this. • Want to know more about your ODSP payment or benefits? Visit Ontario.ca/mybenefits or use the Interactive Voice Response (IVR) system. Contact your ODSP office for help getting set up. • Want more information about the provincial response to COVID-19? Visit Ontario.ca/covid19
<p>ODSP EMERGENCY BENEFIT REQUEST</p>	<p>Local offices are to process their own requests by completing the Emergency Benefit Request form and forwarding daily for processing.</p> <p>Clients are still to contact there local ODSP office directly to apply for the ODSP Emergency Benefit.</p> <p>Clients can request this by leaving a voice mail at 905-440-1030 ext 1031 or calling their caseworker directly.</p>
<p>SERVICE CANADA</p>	<p>Service Canada Centres are gradually re-opening some locations for key services such as Employment Insurance, Canada Pension Plan and Old Age Security, Social Insurance Numbers and Passports for critical travel.</p> <p>Check to see if your local office is open. Due to physical distancing, space is limited. Please make a request for an appointment by filling out the service request form. A Service Canada officer will call you back within 2 business days.</p> <p>https://www.canada.ca/en/employment-social-development</p> <p>At Service Canada Centres you will be greeted by a Commissionaire and</p>

Service	Current Status
	<p>required to respect physical distancing measures. Non-medical face coverings are strongly encouraged and hand sanitizer will be available. Client access to computers, telephones, and photocopiers are not available at this time.</p> <p>Canadians will still be able to access their benefits. The best way to apply remains online at: https://www.canada.ca/en/services/benefits/ei.html.</p>
<p>CANADA EMERGENCY RESPONSE BENEFIT (CERB)</p>	<p>The Federal Government has announced a new benefit to help people who have been impacted by COVID-19, the Canada Emergency Response Benefit (CERB).</p> <p>CERB is a new benefit which combines the two previously announced benefits: The Emergency Care Benefit and the Emergency Support Benefit. All Canadians who have lost work due to COVID-19, whether they are EI-eligible or not, will be able to receive CERB to ensure they have timely access to the income support they need. CERB is a simpler and more accessible taxable benefit which will provide \$2,000 a month for up to 24 weeks for workers who lose all or some of their income because of the COVID-19 pandemic.</p> <p>Those already on EI regular and sickness benefits will continue to receive those benefits and should not apply for CERB. If EI ends before October 3, 2020, they can apply for CERB once EI benefits end if they are unable to return to work due to COVID-19.</p> <p>If you have already applied for EI and your application is not yet processed, you do not need to reapply.</p> <p>The Canada Emergency Response Benefit is accessible through a secure web portal. Applicants can also apply via an automated telephone line or via a toll-free number.</p> <p>If you need help applying for the Canada Emergency Response Benefit (CERB), you can talk to an agent at 1-833-699-0299.</p> <p>EI-eligible Canadians who have lost their job can continue to apply for EI, as can Canadians applying for other EI benefits. The dedicated phone lines for these inquiries related to EI and COVID-19 are 1-833-381-2725 (toll-free) or teletypewriter (TTY): 1-800-529-3742.</p> <p>More complete information is at Durham.ca.</p>

Service	Current Status
ONTARIO HEALTH CARDS	<p>The Ontario government has extended validation periods for Ontario Health Cards. Anyone with an expiring or expired health card will continue to have access to insured health services.</p> <p>The Ontario government is waiving the three-month waiting period for Ontario Health Insurance Plan (OHIP) coverage and will cover the cost of COVID-19 services for any uninsured people who do not meet the criteria for OHIP coverage.</p>
SERVICE ONTARIO	<p>To help ensure your safety and the safety of others, we urge Ontarians not to visit a ServiceOntario centre unless completely necessary.</p> <p>Please consider:</p> <ul style="list-style-type: none"> completing your transactions online (if available) staying home if you are sick <p>Please note that some ServiceOntario centres are operating with reduced hours, please check the times for your location.</p> <p>Whitby at 590 Rossland Road East. 905-665-4007 (800-267-8097) Whitby 1615 Dundas St. East 905-240-4255 Oshawa at 333 King St. West 1-800-267-8097 Oshawa 200 John St. 905-436-7463 Ajax 509 Bayly St. East 905-683-6300</p> <p>https://www.ontario.ca/page/serviceontario</p>
TAX FILING	<p>The personal income tax deadline was June 1. Community tax clinics are postponed at this time, but information will be posted at Durham.ca as it becomes available.</p> <p>Find information and resources about filing your own taxes from the Government of Canada here:</p> <p>https://www.canada.ca/en/services/taxes/income-tax/personal-income-tax/doing-your-taxes.html</p>

TRANSPORTATION
<p>On Monday, August 24, we are launching Phase A of our service plan and introducing a new transit network designed to meet current and projected customer demand, from early morning to late night. Residents of and visitors to Durham Region will have access to public transit no matter where they live, work or are travelling to within the region.</p>

We're taking an innovative approach to delivering transit service with this forthcoming service change, providing increased frequency, availability, and ensuring maximum flexibility for customers.

News Release is distributed with the August 12th Service Update

Update Effective June 8

On Monday, June 8, Durham Region Transit (DRT) will be implementing additional service changes to reflect ridership levels and continue supporting the physical distancing directives from the Durham Region Health Department and provincial and federal governments. These modifications will be in effect until further notice.

The changes will more closely match capacity to ridership levels, with most routes operating on a Sunday schedule with the following enhancements:

- Additional weekday trips or increased service on routes 101, 112, 120, 216, 217, 223, 302, 305, 308, 401, 402, 403, 405, 410, PULSE 900 Highway 2, 910, 915, 916 and 950.
- Additional weekend trips on routes 401, 402 and PULSE 900 Highway 2 and 915.

A small number of routes (11) will be temporarily suspended due to low ridership.

There are no service changes to DRT's Specialized Services or On Demand.

Further to the [recommendation on May 20 from the Province's Chief Medical Officer of Health](#), **all patrons of Ontario transit agencies are encouraged to wear a face covering at all times during their travels, particularly in situations where physical distancing is not possible.**

DRT currently has a **maximum bus load capacity** protocol in place to facilitate physical distancing measures onboard; as an added preventative measure, to help ensure the safety of fellow passengers, and instil trust and confidence for our customers, we encourage customers to keep a face covering or mask with them when taking public transit.

To ensure the continued safety of our operators by respecting physical distancing directives, no fares will be collected until further notice.

More information about the operational modifications currently in place to support the COVID-19 response, including updated Individual Route Maps for the June 8 service change, visit durhamregiontransit.com/COVID-19 or contact Customer Service seven days a week, via phone (1-866-247-0055) or online (using the [Customer Comment form](#)).

Durham Region Transit Update June 18

Wear a mask: protect yourself and each other.

The safety and well-being of our customers and staff is paramount. To reflect expected ridership levels, additional service modifications are in effect until further notice.

As the economy reopens, Durham Region Transit is committed to providing reliable, sustainable public transit to those who need it.

Further to the [recommendation](#) on May 20 from the Province's Chief Medical Officer of Health (Ministry of Health), all patrons of Ontario transit agencies are encouraged to wear a face covering at all times during their travels, particularly in situations where physical distancing is not possible.

DRT currently has a maximum bus load capacity protocol in place to facilitate physical distancing measures onboard; as an added preventative measure, to help ensure the safety of fellow passengers, and instil trust and confidence for our customers, we encourage you to keep a face covering or mask with you when taking public transit. Please continue practising frequent hand washing and physical distancing, and respect onboard protocols and signage.

From the Durham Region Health Department: [How to keep safe while using your non-medical face mask or face covering](#)

To ensure the continued safety of our operators by respecting physical distancing directives, no fares will be collected until further notice.

Operational policies to support our COVID-19 response

Good news! Our Customer Service Centre and point of sale at 110 Westney Rd. S. is now open, with regular operating hours in place. We're open and available to help Monday to Friday 07:00 to 19:00 and Saturdays and Sundays 11:30 to 16:00. Customers will notice the installation of plexiglass and floor markings to encourage physical distancing. There will be hand sanitizer available for customer use, and only one customer permitted in the foyer at a time. Please continue to respect posted signage to keep everyone safe. Many DRT points of sale are not yet reopened for customers; please visit our [Where to Buy](#) page to see an updated list of open POS. This list will be updated daily.

Please note the On Demand/Specialized Services booking agents are available from 08:00 to 16:30 seven days a week.

Please board and exit buses using the rear doors only. Bus loads are limited to support physical distancing practices.

Effective Thursday, July 2, fare collection will resume on all routes, requiring boarding through the front doors and exiting through the rear doors to ensure one-way passenger flow and to eliminate bunching at the front doors: [more information](#).

Customers who travel scheduled DRT service must do so without the assistance of an operator to ensure the continued well-being and safety of our operators.

Customers who require wheelchair and scooter securement will be accommodated through Specialized Services to support physical distancing between our operators and customers. If you do not require securement support from the operator please continue to ride per usual.

Seats located within the mobility device area must remain in the upward position and cannot be used for seating at this time.

Customers using On Demand and Specialized Services must book trips via phone and complete a verbal pre-screen with the DRT booking agent. Please call 1-866-247-0055 to book your trip.

Customers may see some DRT operators wearing homemade masks while on duty. This is a personal choice by the individual. Following the recommendation of the Province's Chief Medical Officer and Durham Region's Medical Officer of Health, wearing a non-medical mask (such as a homemade cloth mask) is an additional measure to protect others in our community.

An enhanced bus cleaning process is in effect to ensure thorough, daily disinfecting with Health Canada approved cleaning/disinfecting products. The products we source are safe for daily use by all staff. The disinfecting measures include wiping down all hard surface touch points, including stanchions, stop request buttons, doors and the driver's area; the exteriors of our vehicles are also cleaned daily.

Service	Current Status
VIOLENCE AGAINST WOMEN	
<p>BETHESDA HOUSE THE DENISE HOUSE HERIZON HOUSE Y’S WISH</p>	<p><i>During the course of the COVID-19 pandemic, the essential services of the four “Violence Against Women” (VAW) shelters in Durham Region are open to support women with and without children who are experiencing violence and abuse. We manage our bed counts and capacity issues daily and the availability of beds can change frequently. We do not want the fear that a bed might not be available to stop a woman from reaching out to us for the specialized support we can provide. Our trained and experienced counselors are there to take their calls 24/7, helping them identify their options and resources. Women can reach us at...</i></p> <ul style="list-style-type: none"> • The Denise House 905-728-7311 or 1 - 800 -263 - 3725 • Y’sWISH 905 576 2997 or 1 – 888 – 576 - 2997 • Herizon House 905-426-1064 or 1 - 866 – 437 – 4066 • Bethesda House 905-623-6045 or 1 - 800 – 338 - 3397
<p>DURHAM RAPE CRISIS CENTRE</p>	<p>Our counselling services are for women and women-identified survivors of sexual violence who are 16 years of age and older.</p> <p>Currently we are intaking new clients and offering individual and group counselling on phone or secure video. (Clients can also begin intake but defer if they prefer to wait for in-person counselling sessions.)</p> <p>Our Intake Worker, is Michaela and she can be reached at 905 444 9672 ext: 25 or (the best way) her e-mail is michaela@drcc.ca. Our current wait time for individual counselling is 3 – 4 months, however once clients begin intake they can join groups (currently we have a meditation, yoga, youth survivors, and survivors circle all via zoom.) These services are between 9 – 5, Monday – Friday.</p> <p>Our crisis and support line is for any survivor of sexual violence aged 16 or older. It operates 24/7 and staffed by trained volunteers. The number is 905 668 9200.</p>

Service	Current Status
	<p>Our email address is also available at info@drcc.ca for general information or information about public education.</p>
VAW ASSISTANCE	<p>In response to VAW shelters being at capacity and the additional complications resulting from Covid-19 there is funding available to help women access safe hotel/motel rooms.</p> <p>Victims of gender-based violence or trafficking who are in need of emergency accommodation can call, during normal business hours:</p> <p>Victim Services at 905-441-9202 or Ontario Works in Whitby at 905-666-6239</p>
VICTIM SERVICES OF DURHAM REGION	<p>Victim Services of Durham Region (VSDR) is supporting individuals and families victimized by gender- based violence.</p> <p>Clients will be supported by VSDR and connected to appropriate community partners which could include, Income Support, Housing Services, and Shelter Outreach Workers.</p> <p>Victim Services of Durham Region is no longer accepting new clients into our Hotel Program (Safe Accommodation Program). All clients who are currently supported in hotels through the program will remain in the program until their pre-determined check-out date, and then supported in finding longer term housing. The program will conclude at the end of July 2020.</p> <p>For emergency accommodation needs 24/7 please contact one of Durham’s VAW shelters.</p> <p>Victim Services of Durham Region continues to support clients in accessing emotional support, connecting clients to services, and VQRP+ resources. Please call us at 905-721-4226.</p> <p>The Eligibility Criteria for Accessing this Program Includes:</p> <ul style="list-style-type: none"> • Client (inclusive of client and children) is a victim of gender-based violence with a current threat for their safety in their current place of residence • Client would be appropriate to refer to a shelter if available • Client is a Durham Region resident • Clients do NOT need prior connections with Income Support, DRPS, etc. to access this funding <p>To Access this Program: Calls for general Victim Services support can be made to our mainline at 905-721-4226</p>

Service	Current Status
DRIVEN	<p>DRIVEN is open every Monday, excluding statutory holidays, from 8:30am-4:30 pm.</p> <p>DRIVEN operates under a hub model of service, providing wrap around support to any individual that identifies as female and has been affected by any form of gender-based violence. During COVID-19, we are still available to provide phone support on Mondays. Our phone number is 905-432-7233. Our email is info@durhamdriven.com. It's important to note that our phone and email are not monitored Tues-Fri. DRIVEN provides a number of supports including housing, counselling, safety planning, connection to legal support, connection to financial support, connection to settlement and newcomer support, connection to employment support, and many other supports through our on-site and off-site partners.</p>
Consolidated Violence Against Women (VAW) Emergency Response	<ul style="list-style-type: none"> • A full list of violence against women resources available during the COVID-19 crisis is available at Violence Prevention Coordinating Council of Durham. http://www.vpcdurham.org/covid19
LUKE'S PLACE	<p>A PDF document is attached to the March 27th Service Update. Please save it separately as a resource for women who require access to family law supports.</p>
SUPPORTS FOR INDIGENOUS PEOPLES	
CAREA CHC INDIGENOUS OUTREACH	<p><i>Aaniin, BoozhooGreeting Brothers and Sisters,</i></p> <p>Carea Community Health Centre wishes you and your families continued health & wellness during this pandemic and time of uncertainty. It is up to each of us to stay healthy, remain optimistic and be kind to ourselves and others. In response to COVID-19 and the fracturing to global economy and social norms, we are very pleased to announce potential relief from the present circumstances that impact our financial stability and life as we know it.</p> <p>An initiative available through Miziwe Biik Development Corporation* for those that identify as First Nations, Métis or Inuit may have available subsidy potential for you and your family affected by the COVID-19 Pandemic. Pending criteria, you may be eligible to access this support in such areas as shelter and rental/ housing subsidy, food and groceries, medical supplies/assistance, travel to appointments, home cleaning, emergency shelter. In some cases, you may be eligible to apply for assistance to recover expenses incurred as a</p>

Service	Current Status
	<p>result of the pandemic, loss of income and associated factors, retroactive to April 2020.</p> <p>The following list are examples of situations where you may qualify (but not limited to):</p> <ul style="list-style-type: none"> • Financial hardship due to lack of employment: reduced hours, closures, lay-offs etc. • Landlord eviction resulting from loss of income and rental and/or creditor insufficient funds • Medical circumstances for you and/or other family members • Caregiving and support (children and seniors) requiring at-home “can’t work” scenarios • Homelessness, couch surfing due to pandemic upset • Unemployed/self-employed, can’t work due to nature of business and no-contact compliance <p>In community housing and supportive housing this funding could be used toward the following initiatives:</p> <ul style="list-style-type: none"> • Housing allowance for in-situ tenants • Food and supplies for households in quarantine and/or isolation • Non-medical staffing requirements • Protective equipment • Food banks and grocery gift cards • Community and outreach to support seniors in self-isolation • Recruitment and coordination of volunteers • Transportation to get to and from medical appointments <p>Please contact John Mattson to see if you qualify for this support: jmattson@careachc.ca Cell: 365-688-1113 or Office 905-723-0036 x</p> <p>*Miziwe Biik Development Corporation (MBDC) The mission of MBDC is to serve as a vehicle for the economic advancement and self-sufficiency of the Aboriginal community in the Greater Toronto Area (GTA) through the creation of affordable housing and homeownership</p>
HOUSING SECURITY	
COMMUNITY DEVELOPMENT COUNCIL DURHAM	<p>The Housing Stability Program (HSP) application has been updated to be fillable online. This will allow applications to be submitted electronically to promote social distancing for clients that do not have access to a printer/scanner.</p>

Service	Current Status
<p>Housing Stability Program</p> <p>Two documents attached to March 23rd update – please save.</p>	<p>The ‘Original’ version has the electronic signature option enabled. For clients/applications that do not have the ability to use an electronic signature, the ‘Edited’ version can be used.</p> <p>If applicants do not have the ability to print/sign the application, they can use the below e-mail script as an alternative to a physical signature:</p> <p>By sending this email, I confirm that I submitted an application to the Housing Stability Program dated [insert date]. Please accept this email as my consent for Community Development Council Durham (CDCD) to contact the Social Services Department, Region of Durham/my landlord/utility company/creditor/Ontario Disability Support Program to confirm eligibility for this program. I further consent to CDCD contacting the income source named above to verify my income. I fully understand the nature and purpose of this consent and have given my consent and authorization voluntarily. I understand that if something on my application form is incorrect or not true, I may be ineligible for assistance. I also understand that all information provided in my application will be verified.</p> <p>I am unable to print, sign and return the form by email at this time, so I ask that you please accept this email in lieu of my physical signature.</p> <p>It is important to note that it is strongly preferred that applicants physically sign the application. Applicants can also take pictures of the physical, signed application and send the pictures via e-mail to submit their application. The Housing Stability Program and LEAP are accepting applications as normal. Please note that due to other services having limited or restricted hours, there may be some additional time needed to verify eligibility.</p>
<p>COMMUNITY DEVELOPMENT COUNCIL DURHAM</p> <p>TEMPORARY HOUSING SUPPORT PROGRAM</p> <p>Application forms attached to May 21st update. Please save.</p>	<p><u>Overview</u></p> <p>The Temporary Housing Support Program is intended to support low-income Durham region residents who may face evictions or utility cut-offs as a result of COVID-19 restrictions. This benefit will provide temporary (up to 3 months) assistance for those who are struggling to pay their rent or utility bills. Eligible tenants will have the benefit paid directly to their landlord or utility company. Each household will be required to pay 70% of their household income towards their housing costs, including rent and utilities, at which time the Temporary Housing Support Program may cover the difference.</p> <p>This program has been launched in addition to the current Housing Stability Program (HSP). This benefit will provide temporary assistance for those who</p>

Service	Current Status
	<p>are struggling to pay their rent or utility bills as a result of income loss or reduction during COVID-19 measures. Eligible tenants will have the benefit paid directly to their landlord or utility company, benefiting all parties.</p> <p>The Temporary Housing Support Program (COVID-19) is a homelessness prevention initiative for low income Durham Region residents. It is a program of the Region of Durham and funded through the Region of Durham and the provincial Community Homelessness Prevention Initiative (CHPI).</p> <p>Application forms have been forwarded with the May 21st Service Update. Please save for your use. There is one fillable PDF and one for those who wish to print and fill out. For questions or concerns, please call 905.686.2661 x117</p> <p><u>How much am I eligible to receive?</u></p> <p>Each household will be required to pay 70% of their household income towards their housing costs, including rent and utilities. Eligible applicants will be entitled to this benefit for up to 3 months, at which time they may reapply if needed.</p> <p><u>Eligibility</u></p> <p>You may be eligible for the Temporary Housing Support Program if you meet all of the eligibility criteria for HSP, in addition to the following conditions:</p> <ol style="list-style-type: none"> 1. You are in receipt of Employment Insurance (EI) or the Canada Emergency Response Benefit (CERB) as a result of COVID-19. 2. You reside in the Durham Region and your rent is not subsidized by any other government program, non-profit organization or any other program that provides rental subsidies. 3. Must prove ongoing affordability of rent and utility payments <p>At this time, those who are unemployed for reasons outside of COVID-19 restrictions are not eligible for this program. A Record of Employment or letter from your employer will be sufficient proof as outlined below.</p> <p>If you are ineligible for the Temporary Housing Support Program but are having difficulty making your rent or utility payments or need assistance completing the application, we recommend that you connect with a Housing Outreach Worker:</p> <p>Clarington- John Howard Society at 905.623.6814 Oshawa- John Howard Society at 905.579.8482 Whitby- John Howard Society at 905.666.8847 Ajax/Pickering- Community Development Council Durham at 905.686.2661 Scugog/Brock/Uxbridge North House at 705.432.8654 or 1.877.406.8723 OR;</p>

Service	Current Status
	<p>Community Living Durham North at 905.985.8511</p> <p><u>How to apply</u> Eligible applicants must complete the Temporary Housing Support Program Application with all supporting documents In addition to the HSP requirements, applicants must provide: - Proof of loss of employment (Record of Employment, letter from employer) AND, THSP (COVID-19) Application May 2020 Page 2 of 7 - Proof of Current Income (Employment Insurance or Canada Emergency Response Benefit Confirmation) OR, - Self- Employed- Proof of approval from Canada Emergency Relief Benefit</p> <p><u>How will I know that my application has been approved?</u> Applicants will be connected with a Housing Stability Program Eligibility Worker upon receipt of application who will have ongoing communication with both the tenant and the landlord and/or utility provider. All parties will be notified by phone and in writing via email or mail of the eligibility decision. Please note that you can speed up the process by ensuring a complete application with all supporting documents is submitted. Please allow five to seven business days after all required forms and proof have been received for an application to be processed.</p> <p><u>How long is the program?</u> At this time, we will endeavor to provide this support for the duration of COVID-19 restrictions. Upon the decision of eligibility, you will be placed into the program for the next 3 months and will be required to forward any updated information to your HSP Worker. Please note that the availability of the Temporary Housing Support Program is subject to funding and priority will be given to those facing eviction.</p> <p><u>Is this program available for those who receive social assistance (Ontario Works/Ontario Disability Support Program) and/or housing subsidies?</u> No, this benefit is for individuals/families who are not currently receiving another form of social or rental assistance. Anyone who is receiving social assistance and/or is paying rent that is based on their income is not eligible. Please note that HSP will not be available to cover months in which the Temporary Housing Support Program has been provided for.</p> <p>You may mail, fax or email your completed application to: (Please note that our offices are currently closed to the public due to COVID-19)</p>

Service	Current Status
	Community Development Council Durham Attn: Housing Stability Program 458 Fairall Street, Unit 4 Ajax, Ontario L1S 1R6 Tel: 905-686-2661 Ext. 227 Fax: 905-686-0984 Email: housinghelp@cdcd.org

FOOD SECURITY	
FOODBANKS IN DURHAM REGION Feed the Need Durham Partners	This link has updated information as it comes in so it is the most up to date source of information from Feed the Need Durham. https://feedtheneedindurham.ca/active-member-agencies/
NEW LIFE NEIGHBORHOOD CENTRE FOODBANK	<u>RE-OPEN PLAN</u> New Life Neighbourhood Centre will re-open Thursday May 7th from 1:00 to 3:30pm to existing clients by appointment only. Clients will need to call 905-404-2004 to pre-register for an appointment and assigned pickup time slot.
SIMCOE HALL SETTLEMENT HOUSE 387 Simcoe Street South, Oshawa 905-728-7525	<u>Temporary Changes</u> Effective from Monday May 11th temporary changes have been made to our food bank pick-up rules. Clients can receive: <ul style="list-style-type: none"> · Full hamper, with hygiene products once a month · Top up every two weeks · Produce once a week Clients can call the agency at 905-728-7525 or email foodbank@simcoehall.com . <u>Food Bank Hours</u> Monday: CLOSED Tuesday: 9:00 am – 11:30 am & 1 pm – 3pm Wednesday: CLOSED Thursday: 9:00 am – 11:30 am & 1 pm – 3 pm Friday: 9:00 am – 11:30 am & 1 pm – 3 pm

<p>SALVATION ARMY OSHAWA FOOD BANK 45 King St. Oshawa</p>	<p>Effective from Monday March 30th we will be operating our food bank at The Salvation Army on the following days. All other services will remain as previously reported.</p> <p>Monday, Wednesday & Friday 9:30-12pm.</p>
<p>SALVATION ARMY AJAX, 122 Hunt St. Ajax</p>	<p>The Salvation Army Food Bank and Family Services is open for family food service for new and existing clients and those in need during this difficult time. Emergency food bags specific to those without cooking facilities are available. Appointments can be made at 905 427 7123 to register or book an appointment for food pick up. The centre is open Monday to Thursday 10 am - 12 pm and 1 pm to 3 pm. Bagged lunches are provided on Tuesday and Thursday from 12pm - 1pm. To support physical distancing all pick ups are being facilitated at the back entrance door.</p>
<p>COMMUNITY CARE DURHAM (CCD) Community Food Box</p>	<p>Community Food Box: \$30.00 (subsidies are available). “Community to Table” Food Box. In response to the public health crisis, Community Care Durham is partnering with local businesses to offer a weekly food box containing kitchen essentials, much of which are locally made or grown.</p> <p>The Community Food Box contains essential groceries for healthy living and may contain eggs, dairy, breads, baked goods, pasta, soups, beverages, paper products, fruits and vegetables.</p> <p>Local business partners will vary weekly and we will continue to partner with local business to bring you a truly “community” experience.</p> <p>Order Monday with free delivery to your door on Friday. (Credit card or preauthorized payments only) To order please call 1-888-255-6688.</p>

Service	Current Status
LOCATION SUPPORT	
<p>MISSION UNITED At the BACKDOOR MISSION 66 Simcoe St. South Oshawa</p>	<p>MISSION UNITED is open at the Backdoor Mission. The Backdoor Mission is open daily from 9:00 am to 7:00 pm for hot lunch and washrooms.</p> <p>Washrooms will be open all day until 7:00 pm. Other programming (below) will run from 10 am – 3 pm Monday to Friday. Partners on site include CMHA-Durham, Region of Durham Primary Care Outreach Program, Durham Mental Health Services and Aids Committee of Durham Region.</p> <p>All visitors will be screened for COVID-19 testing and linked with assessments and isolation locations if necessary. Visitors will have access to several stations:</p>

Service	Current Status
	<ul style="list-style-type: none"> • Take-out Hot Lunch Program (10 am – 1pm), and food Basket • Mental Health Support and Safe Sleep • Health Clinic for primary care and psychiatric support • Withdrawal Management & Harm Reduction • Housing Navigation & Supplies (Housing, Find a Bed, Outdoor Supplies) • Registration for the IOTC program at Camp Samac from 9 am to 7 pm daily. Transportation is provided. • Footcare on Fridays from 10:00 am to 3:00 pm. • Ontario Works support on-site. • Pinewood Centre on-site.
<p>DURHAM YOUTH SERVICES – JOANNE’S HOUSE</p>	<p>Remains open but currently the shelter is at capacity. Youth are encouraged to contact the shelter for other options and support if they are struggling.</p> <p>DYS has now implemented an outreach program for the summer months. The goal of this program is to provide youth aged 16-24 in the Durham Region support services wherever they may be. We will be working with clients individually to provide intensive case management in order to help our youth succeed. DYS will be working with the In and Out of The Cold (IOTC) program located at Camp Samac in Oshawa and the Ajax Hub located at the Ajax Community Centre, to provide these services at their locations. We will be on site at both locations throughout the week, however if available, DYS outreach worker will be able to go where needed through the day in order to support youth needs. The following supports can be provided through intensive case management:</p> <ul style="list-style-type: none"> • Housing Support • Financial Support • Employment Support • Mental health and Addiction Services • Victim Services • Emergency Shelter Referral • Legal Support • Counselling Services. <p>If you have any questions or would like to access these services, please connect with Outreach Worker Kristin Beck at 905-239-9477 (shelter line); 905-391-8990 (cell); or Kristin.beck@durhamyouth.com</p>
<p>IN & OUT OF THE CRISIS (IOTC) SHELTER</p>	<p>First Light Foundation of Hope (FLFOH) and Christian Faith Outreach Centre (CFOC) have partnered to create the In & Out of The Crisis (IOTC) program at Camp Samac. This is a 24/7 alternative shelter location.</p>

Service	Current Status
<p>PROGRAM AT CAMP SAMAC</p>	<p>Patrons will be given all meals, daytime activities and other support services directly on site.</p> <p>How Do You Access This Program? To access this program, you will need to get a referral from a community hub. Referrals to this program will be completed by:</p> <ul style="list-style-type: none"> • Oshawa Backdoor Mission Hub - 66 Simcoe St. S 7 days a week from 10:00am-7:00pm, and • The Ajax Hygiene Hub at the Ajax Community Centre during open hours <p>This program has a limited capacity and clients will be accepted based on available space. Anyone who arrives at the IOTC program without going through the proper intake process will be directed to the Backdoor Mission Hub for appropriate referral and escorted off the property.</p> <p>Before a referral to the program can proceed, you will first be screened for COVID-19. Once you arrive, Program Staff will meet with you.</p> <p>Our goal is that once you arrive at Camp Samac, you will remain at the site for the duration of your stay. If you leave, except for verifiable medical reasons, you will have to get a new referral.</p>
<p>FIRST LIGHT FOUNDATION OF HOPE 253 Simcoe St S, Oshawa</p>	<p>Open Monday to Friday: 6-8 am & pm</p> <p>M-F 6 am to 8 am Breakfast to go Hot Sandwich, Snack Bag, Coffee, juice and water</p> <p>M-F 6 pm - 8 pm Diner to go Pizza, Hot Meal in a Cup, Coffee, water</p> <p>Cell phones can be charged while we are open</p>
<p>CHRISTIAN FAITH OUTREACH CENTRE WARMING STATION 158 Harwood Ave. S, Ajax</p>	<p>OPEN: CFOC-DOC is open effective May 4th Mon-Fri from 5pm - 7pm & Sat/Sun 12:00pm - 4pm for light refreshments, warm-up, phone charging and washrooms.</p> <p>Overnight sleep, meals and 24/7 support is at Camp Samac at the IOTC Program. Please access this program by registering at the Backdoor Mission at 66 Simcoe St. South Oshawa or at the Ajax Hygiene Hub at the Ajax Community Centre.</p>

Service	Current Status
<p>GATE 3:16 64 Albany St, Oshawa</p>	<p><u>We now are in our regular hours during the week:</u> Monday to Thursday 8am to 2pm Friday 8am to 1pm</p> <p>Saturdays; Every <u>Second</u> and <u>Fourth</u> Saturday of each month we serve lunch at approximately 11 / 11:30 am and we are usually finished by the latest 2pm. This is hosted by a local church located in Whitby and on our premises.</p> <p>Sundays Every Sunday at 3pm, a Pastor comes from a local church to our premises. He conducts a quick church service and then serves a BBQ / meal.</p> <p>Free laundry services. Showers and washrooms available during opening hours. Clothing is also distributed on Tuesdays only.</p> <p>Once we are into full stream, podiatrist service and medical services available on specific days. Days to be determined once COVID19 precautions are over and past.</p>
<p>THE REFUGE 300 Court St, Oshawa</p>	<p>Beginning Tuesday, June 23rd:</p> <ul style="list-style-type: none"> • Serving youth aged 16-26 only, • Monday to Friday breakfast and lunch will be served on our backyard patio. • Closed on Saturday and Sunday. <p>Bathroom will remain open between 9:00am-2pm. Shower will be available (only one shower stall available) while we are open.</p> <p><u>Schedule</u> Monday, Tuesday, Wednesday, Thursday, Friday Breakfast and Lunch 9-2. Shower 9-2 Washroom 9-3:30</p>
<p>The Living Room Community Art Studio</p>	<p>CLOSED Online events: If you want to participate, we invite you to subscribe to our pages on YouTube (The LivingRoom Community Art Studio) and Twitter (@LvngRmArt) & keep an eye out for announcements here.</p> <p>https://drive.google.com/drive/folders/14hk7-A7ojiFQVrtWojEDY7p_Z6UoicU7?usp=sharing</p>

Service	Current Status
	<p>We are also offering box lunches, snacks, and beverages on-site as well as, shower and bathroom facilities “Ajax Hygiene Hub”. Cell phone charging and Wi-Fi available onsite.</p> <p>Additionally there are VHA staff on-site for connections to referrals, community resources and informal counselling.</p> <p>We are also accepting donations at the main entrance of the Center to support the Ajax Community Center and Dunbarton High school hygiene Hubs. The Public can contact Ajax Community Center for more information 905-427-8811.</p> <p>Operating hours are Monday – Friday from 9-5. There are 24 hour porta-potty units in the parking lot of the Ajax Community Centre.</p>
PICKERING HYGIENE OUTREACH PROGRAM	Will be closing due to lack of use. Please refer people to the Ajax Hygiene Hub or Mission United effective immediately.

Service	Current Status
STREET OUTREACH SUPPORT	
PRIMARY CARE OUTREACH TEAM	<p>PCOP continues to provide Outreach 8-4 Monday to Friday, in collaboration with Mission United.</p> <p>Contact: 289-979-9428</p>
<p>CAREA</p> <p>Welcoming Streets</p> <p>Harm Reduction</p> <p>https://www.careachc.ca/</p>	<p>Outreach is being provided as of now according to the schedule below. People can access harm reduction supplies, naloxone, basic essentials, and light refreshments. We can also aid with referrals and support.</p> <p>Monday to Friday:</p> <p>Welcoming Streets is parked out front of Back Door Mission from 11:30-12:30</p> <p>Monday to Friday: Welcoming Streets, and Harm Reduction and Hep C are at Memorial Park on Metcalfe Street from 2:00-3:00</p> <p>Monday to Friday: between 1:00 and 1:45 we are driving through the downtown Oshawa core to check on the downtown businesses and any individuals that are seeking assistance</p>

Service	Current Status
	<p>Welcoming Streets is responding to some business calls, depending on the situation</p> <p>Call or text Adam 289-385-3741 or Sara 289-927-5059 (Harm Reduction Supplies and Hep C info), or Lindsay 289-355-8938 (Welcoming Streets)</p> <p>We are also driving around in the van and offering services as necessary. Look for the dark blue van with Carea labelling and flag us down!</p>
<p>COMMUNITY DEVELOPMENT COUNCIL DURHAM</p>	<p>Outreach Services for Ajax/Pickering continue through phone and email. Please contact 905.686.2661 ext 227 for support. Voicemails will be returned within 1-2 business days.</p> <p>Outreach will be attending the Ajax Hygiene HUB on:</p> <ul style="list-style-type: none"> • Mondays from 9 to about 2 pm. • Wednesdays from 12 – 5 pm. • Friday all day <p>We are available to meet with clients from the Ajax/Pickering area who attend the HUB, to provide housing supports.</p>
<p>JOHN HOWARD SOCIETY</p>	<p>Project X-Change Outreach is delivering harm reduction supplies to individuals in the community with adjusted hours of 6-11pm - Clients can text or call outreach at (905) 440-5410.</p> <p>Harm Reduction Services are being offered at all of the JHS offices. New Hours are:</p> <p>Oshawa – Monday, Tuesday, Wednesday, Thursday and Friday 8 am – noon and 1- 4pm</p> <p>Whitby – Monday and Thursday 10am-noon</p> <p>Bowmanville – Monday and Thursday 1-4pm</p> <p>Evening Harm Outreach continues 6pm - 11pm by phone.</p> <p>All hours and phone numbers are posted at all offices.</p> <p>Outreach presence at community agencies, Women's drop-in program, and kit-making groups have been temporarily suspended until further notice.</p>
<p>AIDS COMMITTEE OF DURHAM REGION (ACDR)</p>	<p>ACDR programs are being held remotely as much as possible while social distancing is in effect. For program information or to request a virtual sexual health workshop for your organization or youth group, email education@aidsdurham.com to be directed to the coordinator you</p>

Service	Current Status
	<p>need. For support services such as food bank and health system navigation for people living with HIV and their families, please email support@aidsturham.com. We will get back to you as soon as possible. For more information on ACDR, please Check: https://www.aidsturham.com/</p> <p>ACDR's volunteer department is currently receiving applications for student placements for fall 2020 and later. Our volunteer opportunities will increase as it becomes safe to do so. Contact volunteer@aidsturham.com</p>
SALVATION ARMY STREET MINISTRY	Our Street Ministry - Oshawa is still ongoing on Metcalfe Street at Memorial park on Tuesday evening from 6pm-7pm.
CORNERSTONE STREET OUTREACH	<p>Staff are in the office and offering limited services by appointment only, through their Case Manager.</p> <p>Staff are located at the accessible door entrance, when individuals do come by. We are screening individuals and asking them to wash hands before entering building.</p>
MENTAL HEALTH AND ADDICTIONS SUPPORT	
24 HOUR MENTAL HEALTH AND ADDICTIONS PHONE SUPPORT	<ul style="list-style-type: none"> • Distress Center Durham 1-800-452-0688 or 905-430-2522 • Durham Mental Health Services 1-800-742-1890 • Kids Help Phone 1-800-668-6868 • Pinewood's 24/7 crisis line for substance use: 905-721-4747 ext. 31208 or toll free 1-888-881-8878
OVERDOSE PREVENTION LINE	<p style="text-align: center;">1-888-853-8542</p> <p>Grenfell Ministries Overdose Prevention Line (O.P.L) is a number you can call if you are about to use drugs and are located in Ontario.</p> <p>This is a peer development initiative, and your call will be answered without judgment. You will be asked for your code (which is comprised of the first 2 letters of your first name, the first 2 letters of your last name, and the last two digits of your date of birth), your location and a few questions in relation to anonymous data collection, no personal data that can be used to identify you will be collected or stored.</p>

Service	Current Status
	<p>The operator will stay with you on the phone line while you use drugs, in the event that they receive no response after administration of narcotics the operator will call 911 and alert them to a possible overdose at the location you had given.</p> <p style="text-align: center;">The Line runs 7 days a week Monday to Friday from 12 pm to 10pm and Saturday - Sunday from Noon until Midnight</p> <p>You can call us if you are about to use drugs or if you are in need of harm reduction supplies or assistance with at home detoxing.</p> <p>For more information : https://www.grenfellministries.org/overdose-prevention-line</p>
<p>DURHAM MENTAL HEALTH SERVICES</p> <p>PHONE IN AND VIRTUAL SUPPORTS</p>	<p><u>Crisis Services</u> DMHS' Crisis Services now offers Virtual Visits using videoconferencing technology. It's a way for us to continue providing effective, accessible and immediate mental health support to Durham Region.</p> <p>To access this service, please call our C.A.L.L. (Crisis Access Linkage Line) at 905-666-0483 or toll-free 1-800-742-1890</p> <p>Crisis staff will set up the videoconference with you when you call. This service is now offered daily – seven days a week – from 7:00am to 11:00pm.</p> <p><u>Peer Support</u> DMHS' Peer Support program offers a wide variety of free psychoeducational and wellness-based group programming. We have now moved these groups online, and joining is easy. To register or for more information, please email peer@dmhs.ca or call 905-666-0483.</p> <p><u>The Family Support Program</u> Offers individual support, family peer support group and family empowerment workshop Community and self-referrals are welcome. For more information or to register contact dgould@dmhs.ca or 905-666-0483.</p> <p><i>Family Support Group</i> Tuesdays 6:30-8:30</p> <p><i>Family Empowerment Group</i> Wednesdays 6:30 – 8:30</p>

Service	Current Status
<p>DMHS</p> <p>JULY AND AUGUST PROGRAMS</p>	<p>Mindfulness Practice Group A 4 week introduction program For those who experience symptoms of stress, anxiety, depression, intrusive thoughts and/or chronic pain. Mindfulness assists in cultivating self-awareness and intentional action. Mondays 2:30-3:30 and Thursdays 2:30-3:30 New session starting the first week of each month.</p> <p>Wellness Social Group Participants will have the opportunity to explore several topics of wellness and recovery tools, and look at ways to cope during physical distancing through information sharing and discussion Mondays 11:30-12:30 and Wednesdays 2:30-3:30</p> <p>Managing Emotions 6 Week Group For those looking to manage emotions and learn calming techniques, effective communication strategies, and learn to maintain boundaries. Tuesdays and Fridays 1-2 (Starting Aug 4th)</p> <p>Music Group For those who have a love of music and enjoy participating in group singing, playing an instrument, or just let the music move you Tuesdays 2:30 –4:00</p> <p>Craft and Chit Chat Participants will have the opportunity socialize and relax while using the varieties of crafts and art that you have available at home Fridays 2:30-3:30</p> <p>For more information or to register to Peer Groups, contact: peer@dmhs.ca or 905-666-0483</p>
<p>DMHS</p> <p>DAY PROGRAMS</p>	<p>New Leaf Monday- Friday 9:45 am to 11:15 am For more information or to register, contact:</p>

Service	Current Status
	<p>tsalama@dmhs.ca or 905-666-0483</p> <p>New Winds. Monday-Friday 12:45-2:15 pm For more information or to register, contact: tsalama@dmhs.ca or 905-666-0483</p>
<p>DMHS WELLNESS RECOVERY ACTION PLAN</p>	<p>8 Week Group Monday and Wednesday 10:30-12 (Starting July 28th) For more information or to register, contact: wrap@dmhs.ca or 905-666-0483</p> <p>The Wellness Recovery Action Plan® or WRAP® is a self-designed prevention and wellness process that <i>anyone</i> can use to get well, stay well and make their life the way they want it to be. It was developed in 1997 by a group of people who were searching for ways to overcome their own mental health issues and move on to fulfilling their life dreams and goals. It is now used extensively by people in all kinds of circumstances, and by health care and mental health systems all over the world to address all kinds of physical, mental health and life issues.</p> <p>WRAP Will Help You:</p> <ul style="list-style-type: none"> • Discover your own simple, safe Wellness Tools • Develop a list of things to do every day to stay as well as possible • Identify upsetting events, early warning signs and signs that things have gotten much worse and, using Wellness Tools, develop action plans for responding at these times • Guide you through the process of developing a Crisis Plan or Advance Directive • Introduce you to Post Crisis Planning <p>Key Elements of WRAP</p> <ul style="list-style-type: none"> • Wellness Toolbox • Daily Maintenance Plan • Identifying Triggers and Action Plans • Identifying Early Warning Signs and Action Plans • Identifying When Things Are Breaking Down and Action Plans • Crisis Planning • Post Crisis Planning

Service	Current Status
<p>RECOVERY COLLEGE</p> <p>DMHS IN</p> <p>COLLABORATION WITH</p> <p>ONTARIO SHORES</p>	<p>My Story My Voice.</p> <p>This group provides an opportunity for members to learn how to tell their stories in a way that is effective, relevant and empowering to themselves and their audience, while challenging stigma and stereotypes around mental health.</p> <p>Thursdays 10:00-11:30 (Starting July 30th)</p> <p>For more information or to register to Recovery College contact: mrhude@dmhs.ca or 905-444-3283</p>
<p>CANADIAN MENTAL</p> <p>HEALTH ASSOCIATION –</p> <p>DURHAM</p> <p>(CMHA-Durham)</p>	<p>The building is open Monday to Friday 9-noon and 1-3pm. We are screening all visitors and directing at-risk individuals to be tested for COVID-19. All visitors are required to wear a cloth face mask which are provided at the screening station.</p> <p>We continue to accept and triage referrals from all sources.</p> <p>We are providing virtual case management and support services as per the direction of the Ministry of Health. The purpose of this type of service is to support physical distancing and minimizing contact with COVID19. We continue to provide high-quality care while ensuring the safety of our clients and caregivers, front-line providers, and our community.</p> <p>We are providing medical appointments with our Nurse Practitioner Led Clinic (NPLC) for any members of the vulnerable community who does not have access to a primary care provider. The clinic can be reached at 1-844-436-8760.</p> <p>Our Nurse Practitioner led clinic is providing medical supports to Mission United (Simcoe Street United Church - 66 Simcoe Street South, Oshawa) a collaboration amongst existing service providers who work with the unsheltered population in Oshawa to provide essential low-barrier services in one accessible location, delivered by trusted providers during the COVID-10 Pandemic. More details here https://oshawaexpress.ca/community-groups-team-up-to-helpunsheltered/</p> <p>Our onsite Bond Street Pharmacy is open Monday to Friday 9-noon and 1-3pm</p>

Service	Current Status
	Two psychiatrists are available for consults via our NPLC and a third psychiatrist is following ACT clients
CMHA RECOVERY COLLEGE	<p>CMHA Durham’s Recovery College has gone online! There is a new course catalogue and information about how to join Google Classroom on our website. These include online courses in wellness planning and coping with fatigue.</p> <p>New Courses will be launched every Tuesday that will offer supports to individuals during this Pandemic. Anyone can sign up for free.</p> <p>https://cmhadurham.ca/services/recovery-college-wellness-centre/</p>
LAKERIDGE HEALTH MENTAL HEALTH AND PINEWOOD CENTRE	<p>Please note that Pinewood Community Treatment offices remain closed and Pinewood’s support line is available 24/7.</p> <ul style="list-style-type: none"> • Outpatient mental health services, Pinewood Centre and Child Youth and Family Program services are provided virtually, through telephone and Microsoft Teams. • Residential withdrawal management program are now re-opened with limited capacity for safety during the pandemic. There will be 8 beds open at this time and priority will be given to individuals who are medically stable and experiencing active withdrawal. • New clients are being admitted into all outpatient services. • Reminder of our new centralized access line for community mental health and Pinewood Centre: 905-721-4747. • Rapid Access Addiction Medicine (RAAM) is re-opening for in-person new client assessments on May 7 2020 at the 300 Centre Street location. Appointments only. Please call 905-721-4747 ext 37226 to leave a message and calls to returned same day. Follow up remains virtual. • The new Lakeridge Health COVID-19 Mental Health & Addictions (MH&A) Clinic is a phone-based support and counselling service. It is designed to help callers recognize and respond to the effects of COVID-19 on their mental health and substance use concerns. The Virtual COVID-19 MH&A Clinic will also help callers with health alternatives, such as coping strategies, mindfulness exercises and anxiety management skills related to substance use, gaming/gambling and mental health issues that are often associated with stress and isolation. To access the Clinic, individuals may call 905-440-7534, Toll-Free 1-833-

Service	Current Status
	392-7363, internally, extension 37534. The Clinic is staffed Monday to Friday 9:00 a.m. to 4:00 p.m.
<p>COMMUNITY CARE DURHAM (CCD)</p> <p>Mental Health Supports</p>	<p>COPE is a community mental health service offering emotional support to adults aged 16 and older, with emotional and/or mental health concerns. COPE accepts referrals from a wide variety of community sources. Self-referrals are welcome. Once a referral is processed, an assessment is completed to determine service initiation. There is no fee for COPE services.</p> <p>During this current COVID-19 situation this essential service is being offered online and by telephone. The Downloadable Referral Form is available here on the CCD website at http://communitycaredurham.on.ca/health-wellness/mental-health-support-groups/.</p> <p>Questions about this service can be directed to the local CCD office – see http://communitycaredurham.on.ca/about-us/contact-us/</p>
<p>SALVATION ARMY</p> <p>45 King Street Oshawa</p>	<p>The Salvation Army Oshawa Community & Family Services is still in operation but with reduced programming. All counselling sessions are now being done via zoom conferencing or by phone</p> <p>All group programs are on hold for the time being.</p>
<p>24 Hour On-Line Mental Health Support</p>	<p>The Big White Wall is an anonymous community where: members can support each other; access 24 hours a day, 365 days a year; Trained practitioners are available 24/7 to keep the community safe; Self-assessments & recommended resources; Creative tools to help express how you are feeling; Wide range of self-guided courses to do at your own pace https://www.bigwhitewall.com</p> <p><u>BounceBack</u> This is a guided self-help program for adults and youth aged 15 and over using workbooks with online videos and phone coaching support. To access, visit bouncebackontario.ca for more information or ask your primary care provider for a referral.</p> <p><u>Crisis Text Line</u> <i>This is an extension of the Kids Help Phone for people of all ages to provide 24/7 support by text. You will be connected with a trained</i></p>

Service	Current Status
	<p><i>crisis counsellor on a secure platform that is confidential and anonymous. To access text 741741.</i></p> <p>Help is also available at these on-line sites or through phone access:</p> <ul style="list-style-type: none"> • Kids Help Phone: 24/7 virtual support service offering professional counselling, information and referrals as well as volunteer-led, text-based support to young people in both English and French at 1-800-668-6868. • Good2Talk is a free, confidential mental health support service providing professional counselling and information and referrals for mental health, addictions and well-being to postsecondary students in Ontario, 24/7/365. Learn more at www.good2talk.ca. <p>ConnexOntario. For assistance in accessing other mental health and addictions services in Ontario for those over 18, contact ConnexOntario, Ontario's mental health, addictions and problem gambling help line at 1-866-531-2600.</p>
<p>12-STEP RECOVERY MEETINGS</p>	<p>To respond to the growing need for community and support during this time, below are the details on 12-step recovery meetings for all addictions:</p> <p>Every Tuesday at 12:30 pm EST</p> <p>Every Thursday at 12:30 pm EST</p> <p>Sunday evening at 7 pm EST</p> <p>Click this link to join the meeting: https://zoom.us/j/6721499373</p> <p>Please share this group and this zoom link to those in need of a home group during this time.</p>
<p>ADDICTION COUNSELLING (Canadian Addiction Counsellors Certification Federation)</p>	<p>This website is offering free unlimited addiction counselling via instant messaging and or video chat. CACCF- https://caccf.ca/ CLICK TO BOOK AN APPOINTMENT THE FIRST AVAILABLE COUNSELLOR WILL RESPOND. This service is all free, and no limitations.</p>
<p>PRIDEline</p>	<p>1 (855) 87-PRIDE (77433)</p> <ul style="list-style-type: none"> • Mental Health/Distress Support for LGBTQ community • Open 6 pm to 10 pm

Service	Current Status
PHONE and ON-LINE SUPPORT	
<p>CANADIAN HEARING SERVICES</p>	<p>Anyone needing help trouble-shooting their hearing aids or assistive devices, or general support with hearing loss struggles can connect with a counsellor through a variety of means. Phone, email and virtual (video) appointments are all available. Phone: 1-866-518-0000 ext 4080; 289-355-8695 (cell) Email: amcintosh@chs.ca Up-to-date information on programs and services are available on the CHS website: www.chs.ca</p> <p>Phone tips sheets are also available to service providers as there is so much phone communication happening right now, which can be challenging for those with hearing loss.</p> <p>Virtual Hearing Help Classes - Free Individual 1:1 support Length: 4 weeks, 1-2 hours/week Format: Webex (Video)</p> <p><i>Everything you want to know about hearing loss and communication</i></p> <p>Classes provide information on:</p> <ul style="list-style-type: none"> • Hearing Health • Communication with family and friends • Coping with the impact of hearing loss • Coping with difficult listening situations • Coping during COVID-19 (masks, communication, other challenges) <p>Contact Anna McIntosh for more information: amcintosh@chs.ca 289-355-8695</p>
<p>VIRTUAL DOCTOR APPOINTMENTS (through Ontario Telemedicine Network)</p>	<p>This resource will enable a video call with a physician. You sign up for a doctor's appointment and they call you later in the day. People using this service will need to be able to receive a follow-up call. It is funded through OHIP. https://cover.health/#how-it-works</p>

Service	Current Status
	<p>Friday 8am to 1pm</p> <p>Saturdays; Every <u>Second</u> and <u>Fourth</u> Saturday of each month we serve lunch at approximately 11 / 11:30 am and we are usually finished by the latest 2pm. This is hosted by a local church located in Whitby and on our premises.</p> <p>Sundays Every Sunday at 3pm, a Pastor comes from a local church to our premises. He conducts a quick church service and then serves a BBQ / meal.</p> <p>Free laundry services. Showers and washrooms available during opening hours. Clothing is also distributed on Tuesdays only.</p> <p>Once we are into full stream, podiatrist service and medical services available on specific days. Days to be determined once COVID19 precautions are over and past.</p>
<p>THE REFUGE 300 Court St, Oshawa</p>	<p>Beginning Tuesday, June 23rd:</p> <ul style="list-style-type: none"> • Serving youth aged 16-26 only, • Monday to Friday breakfast and lunch will be served on our backyard patio. • Closed on Saturday and Sunday. <p>Bathroom will remain open between 9:00am-2pm. Shower will be available (only one shower stall available) while we are open.</p> <p><u>Schedule</u> Monday, Tuesday, Wednesday, Thursday, Friday Breakfast and Lunch 9-2. Shower 9-2 Washroom 9-3:30</p>
<p>FIRST LIGHT FOUNDATION OF HOPE 253 Simcoe St S, Oshawa</p>	<p>Open 6-8 am & pm Monday to Friday</p> <p>M-F 6 am to 8 am Breakfast to go Hot Sandwich, Snack Bag, Coffee, juice and water</p> <p>M-F</p>

Service	Current Status
	6 pm - 8 pm Diner to go Pizza, Hot Meal in a Cup, Coffee, water Cell phones can be charged while we are open
ZION/HOPE FOOD BANK 409 Adelaide Ave. East Oshawa	The Zion/Hope Food Bank continues to operate at Zion Church in Oshawa (409 Adelaide Avenue East, Oshawa - at the corner of Central Park and Adelaide) during the COVID-19 pandemic. It operates on Thursdays from 10 A.M. until 12 P.M. No appointment is required. For more information contact: office@zioncrc.ca .
The Eating Well	Currently closed
LIFE RALLY OSHAWA	1-3 pm 7 days a week in Memorial Park Oshawa. Access free clothing, necessities and food.
ONE WAY MINISTRIES	Food service at Memorial Park on Wednesdays and Fridays from 6:30 until food runs out.

Service	Current Status
SENIORS SUPPORT	
OSHAWA SENIOR COMMUNITY CENTRES 55+	The Oshawa Senior Community Centres 55+ (OSCC55+) has introduced a new business model designed to help older adults combat isolation and stay connected during the COVID-19 pandemic. Seniors can access the following services via oscc.ca/stayconnected or by calling 905-576-6712: Telephone Outreach Program – Seniors can register to receive regular check-in calls to reduce feelings of isolation and provide care and concern. This free service is available to anyone 55 or older in the Durham community. To register, please call 905-576-6712 ext. 2830 or email info@oscc.ca . Grocery Order & Delivery Service – in partnership with a local grocer, the OSCC55+ will be facilitating grocery orders for seniors in need through providing delivery within Oshawa by our vans and transportation staff. Seniors can call 905-576-6712 ext. 2830 or email groceries@oscc.ca with

	<p>their list and staff will be in touch to confirm delivery and payment. Payments must be by cheque to the grocery store.</p> <p>OSCC55+ COVID-19 Resource Guide – OSCC55+ has prepared a resource guide to assist older adults with access to services in the community. The complete resource guide can be found at oscc.ca/stayconnected and at various businesses in Oshawa. Grocery stores or pharmacies interested in receiving copies may contact our staff at 905-576-6712 ext. 2830 to request a drop off.</p> <p>Online Programs – OSCC55+ has introduced online programming for seniors wishing to stay active and continue to be engaged. These free interactive programs are accessible at oscc.ca/onlineprograms through a computer, smart phone or a tablet. Topics include: Zumba, yoga, wellness seminars, general interest workshops, current events, cooking demonstrations and more.</p> <p>Social Connecting through Facebook – OSCC55+ is engaging with the community through the OSCC55+ Facebook page (www.facebook.com/OSCC55plus/) with entertaining videos, useful links, programs and fitness demonstrations to help keep seniors engaged and active. We invite people to comment, share and like to keep our seniors' community connected and strong.</p> <p>Though our branches remain closed, we continue to serve the seniors' community. For more information, please visit www.oscc.ca, email info@oscc.ca or call 905-576-6712 ext. 2830.</p>
<p>BOWMANVILLE OLDER ADULT ASSOCIATION (BOAA)</p> <p>For Older Adult Support</p>	<p>Facility Closed</p> <p>Emergency Contact number for resource or assistance calls 905-242-5585 programs@bowmanvilleolderadults.com</p> <p>Offering online and teleconference programming.</p>
<p>COMMUNITY CARE DURHAM</p> <p>ADULT DAY PROGRAMS</p>	<p>With the suspension of the in-person Adult Day Programs, CCD has created the CCD Virtual Social Club. Staff from the ADP programs are offering up a daily dose of activities and good clean fun. People are invited to visit daily to access a variety of word games, exercise links, videos and educational links for ADP clients and their families to enjoy. All are welcome. See https://www.facebook.com/CCDVirtualSocialClub/</p>
<p>WHITBY SENIOR CENTRE</p>	<p>The Whitby Senior Center is offering a new Seniors Connection Line connects Whitby seniors with people who can offer information, support and friendly conversation during this time of physical distancing. Call 905-668-1424 to leave your name and number and get a call back.</p>


	In partnership with the Whitby Public Library, the Whitby Senior Centre is now offering Seniors Centre Without Walls four times per week. Seniors can call in and participate in an hour of activities. For a schedule and call-in details, visit the Whitby Seniors Centre .
TOWN OF AJAX Friendly Check-In For Seniors	Register to receive a friendly check-in call from Town staff, for social connection, updates and links to local resources. To register call 905-427-8811.
PICKERING 55+ ADULTS	While all of our regular programs and events are on hold, we invite Pickering adults 55+ to join our newly created 55+ Facebook Group . This group offers activities, experiences, social fun and information sharing opportunities just for our older adult community. Learn more. Pickering 55+ Adults is offering Seniors Centre Without Walls - Connect to free weekly programs and Spotlight Series presentations. No computer or internet required. Call 905-420-4660 ext. 2078 or email kbradley@pickering.ca .

Service	Current Status
NON-MEDICAL FACE MASKS	
MANDATORY USE OF NON-MEDICAL FACE MASKS	<p>Dr. Robert Kyle, Durham Region Medical Officer of Health, has issued instructions to ensure the mandatory use of non-medical masks or face coverings in all commercial establishments, effective July 10.</p> <p>This means that non-medical masks or face coverings are mandatory for all community members, with the exception of those who have health, respiratory and sensory issues; various disabilities; are unable to remove the mask without assistance; children under the age of two; or other valid reasons.</p> <p>This guidance from the Region’s Medical Officer of Health provides clear direction to businesses and individuals, with respect to their obligations under the Emergency Management and Civil Protection Act. At this point, non-medical masks or face coverings will be required, while the provincial emergency orders remain in force.</p> <p>As a result of this instruction, face coverings will be mandatory in commercial establishments, which includes, but is not limited to, retail and</p>

Service	Current Status
	<p>convenience stores; malls; enclosed farmers’ markets; and business offices open to the public.</p> <p>This instruction also requires business owners to implement a policy for the use of non-medical masks or face coverings; and to use discretion, under that policy, to refuse entry when people are not wearing a face covering.</p> <p>You do not need to wear a non-medical mask or face covering at home with your immediate family members; while eating on a restaurant patio; or in the workplace where other standards apply, such as the Occupational Health and Safety Act.</p> <p>There is growing public health evidence that widespread use of non-medical masks or face coverings—when used with other public health recommendations—is effective in the fight against COVID-19. This includes physical distancing in public spaces, frequently washing your hands, and staying home when you are sick.</p>
<p>WELCOMING STREETS Carea CHC NON-MEDICAL FACEMASKS OSHAWA</p>	<p>Welcoming Streets is handing out non-medical cloth face masks that have been donated to the program through Frere du Nord. Approximately 300 have been given out to date.</p> <p>Please contact Lindsay (289-355-8938) or the Welcoming Streets van if someone is in need.</p>
<p>CANADA SEWS Non-Medical Facemasks</p>	<p>Canada Sews is a grassroots group of people from across Canada who are sewing masks, surgical caps, headbands, and wet bags for frontline workers and people vulnerable to COVID-19.</p> <p>In Durham, we have filled many requests to hospitals, senior homes and a few shelters.</p> <p>I am sure though that there are some groups and vulnerable people who need masks and may not be able to access PPE.</p> <p>Our masks etc, aren't PPE, but they are well made and free.</p> <p>Is there any way that you can get the word out to people within Durham Region? All they need to do is go to www.canadasews.ca and make their request.</p>

Service	Current Status
OTHER KEY INFORMATION AND HELPERS	
<p>BACKPACK AND BACK-TO-SCHOOL PROGRAMS</p>	<p>To register for one of the backpack/back-to-school programs in the region: Register with St. Andrew’s Community Foodbank in Whitby 905-668-4022 *serves ANYONE from any location in Durham Region</p> <ol style="list-style-type: none"> 1. Register with Simcoe Hall Settlement House 905-728-7525 * serves Oshawa residents 2. Register with CAREA community Health Center * serves anyone who is currently a client (any program) or registered with one of their food banks. 3. Register with Salvation Army * should register with the Salvation Army in their areas (i.e. Whitby, Bowmanville, Oshawa etc...) 4. Register with South Side Worship Center 905-428-1985 *serves Ajax/Pickering residents <p>These are the same agencies to direct people to for Christmas hamper help (food, clothing, toys, gifts etc.)</p> <p>Clients can only register with one agency for any program. Lists are cross referenced. It’s the client’s choice where they participate.</p>
<p>BOWMANVILLE ROTARY CLUB</p>	<p>If you are a senior, immunocompromised, or have no support, WE CAN HELP.</p> <p>Email us at: bowmanvillerotarydeliversfood@gmail.com Or call 905-435-7428.</p> <p>We can take your order and arrange payment. Our team of volunteers will shop for you and deliver to your door. Maximum orders not to exceed \$200.00. Payment of cash or cheque can be accepted without contact. Simply leave in a zip lock bag.</p> <p>If you cannot afford food, we can help.</p>
<p>CARE MONGERS COVID-19 RESPONSE PHONE LINE Pickering, Ajax, Whitby (includes Brooklin) and Oshawa</p>	<p>If you need help or are isolated during the COVID-19 outbreak, volunteers throughout Durham Region are ready to help you get what you need.</p> <p>When you call, it asks you to let them know where you’re calling from so they can connect you with a volunteer in the area. If a volunteer doesn’t answer, you’re asked to leave a detailed message about what you need. From there, you’ll be connected to someone who can help.</p> <p>1-888-573-0982</p>

Service	Current Status
Information about COVID-19	https://www.durham.ca/en/health-and-wellness/novel-coronavirus-update.aspx#How-can-I-protect-myself .
DURHAM REGION Entered Stage Three reopening on July 24th	<p>As Ontario begins to reopen the economy, we encourage all Durham Region residents and businesses to review the information in this Community Reopening Toolkit.</p> <p>This information has been compiled by Durham Region Health Department. It is intended to provide guidance to residents and businesses to prepare for safe reopening of our community, subject to direction from the Province of Ontario, and should not be construed as legal advice or to replace specific instructions that may be issued by Durham Region Health Department or the province.</p> <p>https://www.durham.ca/en/health-and-wellness/community-reopening-toolkit.aspx</p>
REGION OF DURHAM – link to more community resources	<p>We’re helping to get the word out to support vulnerable and marginalized individuals in our communities. The Region of Durham has compiled a listing of available resources. This website is being updated regularly and reflects our understanding of resources that are available at this time. Here is the link: Durham.ca</p> <p>Get the most up-to-date information about COVID-19 in Durham Region at durham.ca/NovelCoronavirus or call Durham Region Health Department at 1-800-841-2729. Impacts related to Regional programs and services can be found at durham.ca/ServiceChanges.</p>

Service	Current Status
<p>DURHAM REGION COVID-19 COMMUNITY SUPPORT LINE</p> <p>Messages left after business hours, will be picked up by the agency responsible to answer the calls on that day.</p> <p>Messages left during the weekend will be picked up by CCD</p>	 <p>The flyer is divided into two main sections. The left section has a blue background and contains the text: 'Durham Region COVID-19 Community Support Line', '1-888-332-3133', and a paragraph stating that community support service agencies have come together to provide support during the COVID-19 pandemic. Below this is a photo of a man driving. The right section has a green background and is titled 'Get the help you need'. It lists services: Grocery and pharmacy delivery, Meals on Wheels, Transportation services, Dementia support services, Telephone safety checks, and Respite. Below this is a photo of a grocery bag. At the bottom of the flyer are logos for Community Care Durham, Alzheimer Society Durham Region, OSCC55+, BIAD, and PAC. A note at the bottom says: 'If you require this information in an accessible format, please contact 1-888-332-3133.'</p>
<p>AJAX PUBLIC LIBRARY</p>	<p>The Ajax Public Library is here for you! Our doors may be closed but you can still get help with your questions and explore a world of resources: www.ajaxlibrary.ca . No library card? Click</p> <p>Library card? Click HERE for easy, online registration.</p> <p>Assistance? Live Chat, Online and Telephone: Staff are ready to walk you through all of your questions including community resources, forms and online collection suggestions.</p> <p>Mondays: 8:30 am-8:30pm; Tuesday - Saturday: 8:30am - 4:30pm:</p> <ul style="list-style-type: none"> o Send Questions HERE. o Call at 289-943-5001 o Chat Live: www.ajaxlibrary.ca

Service	Current Status
	<p>Staying cool? Main Branch : Temporary Cooling Centre: https://www.ajax.ca/en/temporary-cooling-centre-at-main-branch-library.aspx</p> <p>To provide relief for Town of Ajax residents during heat alerts, the Main Branch of Ajax Public Library will act as a Temporary Cooling Centre, starting Wednesday, June 10, 2020. Hours of operation will be 11 a.m. to 9 p.m, while heat warnings for the Region remain in effect.</p> <p>For service updates including virtual programs, curbside pickup and cooling centre hours, call 289-943-5001, check www.ajaxlibrary.ca or subscribe to the Library’s eNewsletter: http://ajaxlibrary.ca/?q=node/42</p>
<p>OSHAWA PUBLIC LIBRARIES</p>	<p>Our online chat function is now available Monday-Friday 9-8 and Saturday/Sunday 9-5 for the public looking for support with library resources or access to community information. Go to www.oshlib.ca for more info.</p>
<p>GAP COMMITTEE CRISIS CARDS (wallet size)</p>	<div data-bbox="537 999 1086 1457" data-label="Image"> </div> <p>New Crisis Cards are available for pick-up at the Backdoor Mission/Mission United – Bagot Street Entrance between 10:00 am and 3:00 pm weekdays.</p>
<p>SELF CARE and CAREGIVER SUPPORT</p>	
<p>“Being Resilient During Coronavirus” https://www.rickhanson.net/being-resilient-during-coronavirus/</p> <p>Here are 2 opportunities to practice mindfulness – both are facilitated by experts. They can be used by to staff; colleagues, clients/families, and anyone else that comes to mind.</p> <p>These are also being posted on Ontario Tech’s website.</p>	

- 1) Opportunity to join in weekly mindfulness practice groups through ZOOM – you can join with or without video

<https://satipanna.com/programs-and-events/weekly-mindfulness-meditation/> - this one is Tuesday evening – 7 pm

<https://www.truepeace.ca/> - this one is Monday evenings

- 2) Free daily mindfulness practice with a group, led by world renowned experts – you sign up – here is the link <https://www.signupgenius.com/go/10c0c4aa4af29ab9-free> - once you've signed up, you will receive an email confirmation.

MENTAL HEALTH SUPPORT FOR HEALTH CARE WORKERS AND OTHERS

Ontario Shores – Health Care Worker Assist Service (HCWAssist)

HCWAssist will provide virtual, rapid access to services for all health care workers, to provide skills that enhance resilience and reduce symptom burden, delivered over a 4-6 week period. An Intake Clinician will assess the individual's needs and offer a plan of care utilizing a variety of services which may include system navigation, crisis planning or brief therapy intervention. The clinic is open to any health care worker over the age of 18 who meets the criteria for service.

Health care workers can self-refer or refer through their Primary Care Practitioner to Ontario Shores' Central Intake at 1.877.767.9642, calling crisis at 1.800.263.2679 or visit www.ontarioshores.ca/hcwassist for more information.

BounceBack

This is a guided self-help program for adults and youth aged 15 and over using workbooks with online videos and phone coaching support. To access, visit bouncebackontario.ca for more information or ask your primary care provider for a referral.

Big White Wall

This is a free online mental health support network for **Ontarians 16+**. Connect with others and share how you're feeling. Whether facing daily challenges or major events, help is available. Learn new ways to take on life's challenges. For more information or to access, visit

<https://www.bigwhitewall.com>

Crisis Text Line

This is an extension of the Kids Help Phone for people of all ages to provide 24/7 support by text. It provides a targeted support for front-line

	<p><i>workers. You will be connected with a trained crisis counsellor on a secure platform that is confidential and anonymous. To access text 741741 and type Front Line in the message box</i></p> <p>Help is also available at these on-line sites or through phone access:</p> <ul style="list-style-type: none"> • Kids Help Phone: 24/7 virtual support service offering professional counselling, information and referrals as well as volunteer-led, text-based support to young people in both English and French at 1-800-668-6868. • Good2Talk is a free, confidential mental health support service providing professional counselling and information and referrals for mental health, addictions and well-being to postsecondary students in Ontario, 24/7/365. Learn more at www.good2talk.ca. • ConnexOntario. For assistance in accessing other mental health and addictions services in Ontario for those over 18, contact ConnexOntario, Ontario's mental health, addictions and problem gambling help line at 1-866-531-2600.
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Service	Current Status
DONATION OPPORTUNITIES	
<p>CMHA-Durham Request for sewers</p>	<p>CMHA Durham is looking for community support for fabric sewn masks.</p> <p>If you or someone you know has a sewing machine and is willing to assist us would be much appreciated. Here is are some links below with instructions and patterns:</p> <p>https://www.youtube.com/watch?v=4FB--BOyTiU&feature=emb_rel_end</p> <p>https://www.deaconess.com/how-to-make-a-face-mask</p> <p>https://cosplay-patterns.com/collections/coronavirus-patterns</p> <p>It has been recommended that pleated masks with ties are more comfortable and allow for variable sizing.</p> <p>If fabric is not available, any clean breathable cotton fabric can be used (i.e. sheets).</p> <p>We appreciate any support to help us serve our community for as long as possible.</p>

Service	Current Status
	To reach CMHA-Durham please phone at 995-436-8760 or contact felicean@cmhadurham.org
UNITED WAY DURHAM COVID-19 EMERGENCY RELIEF FUND	Donate to the United Way Durham COVID-19 Emergency Relief Fund . Every dollar will stay in Durham Region and assist those most vulnerable in our community. The United Way in Durham is uniquely positioned to work with existing agency and community partners to ensure that your dollars are utilized efficiently and with scale. As we work through this, we thank you for helping us return to a healthier and more prosperous Durham Region for all.
DURHAM OUTLOOK FOR THE NEEDY (DOFN operates St. Vincent's Kitchen)	<p>DOFN would like to thank everyone for their concerns and caring emails that we have been receiving lately. It is truly appreciated during hard times such as these. Many people have been asking for ways to aid through volunteering, donating food or monetary donations to help DOFN.</p> <p>Monetary Donations: The best way to help support DOFN during these difficult times is through monetary donations. This can be done online at https://durhamoutlook.com/donate/</p> <p>In person: Cheques or cash can be safely dropped off in our mailbox. Please email for times when this will be available. The mailbox is located right inside the main entrance door on your right-hand side. The main door faces the King Street side of the building and has a sign that reads Durham Outlook for the Needy above the door. The door handle and mailbox will be sanitized. If you see someone inside using the mailbox, please wait outside for them to exit. One person inside at a time please.</p> <p>Address is 51 King St E, Oshawa L1H 1B4</p> <ul style="list-style-type: none"> • First Drop off time will be between 12pm-2pm Tuesday April 7th. <p>Volunteering: Currently as a safety precaution we are not requiring the need of any more volunteers during this time, however, when we reopen, we will require all the volunteers we can possibly get. We will notify everyone when the timing is right. Please watch our Facebook page - https://www.facebook.com/durham.outlook/</p> <p>Food Donations: We are requesting that all food donations be dropped off to Feed the Need. They can be reached at 905-571-3863, please call ahead and do not just show up. We are working with Feed the Need and other organizations in the community pooling our resources together.</p> <p>Programs: Out of the three programs DOFN offers, our Food Distribution and Pick-Up program is still in operation. We are combining efforts with other organizations in the community to ensure the vulnerable in our community are still being supported in the safest possible way. For the protection of the vulnerable in our community we have had to close the kitchen and store programs. These programs will re-open once the state of emergency has been removed.</p>

Service	Current Status
	Thank you to all of the front line workers risking their lives every day to make our community a better place,
NORTH DURHAM	
BROCK COMMUNITY HEALTH CENTRE	<p>Primary care services (including social work and dietitian services) are continuing in modified format in Cannington and Beaverton. Some appointments are being done by telephone or video, some are deferred in consultation with clients, and urgent matters are seen in person, by appointment only. Call 705-432-3388 (Cannington) and 705-426-4636 (Beaverton).</p> <p>Community support services are available for food access, systems navigation and wellness checks. Virtual programs can be found at https://www.brockchc.ca/community-development-health-promotion/virtual-community-programs-new/</p> <p>Call 705-432-3322. OR email info@brockchc.ca</p>
NORTH HOUSE	<p>North House remains closed to walk-ins but outreach staff are available to help by phone, email, video or text message. We have resumed income tax services through drop-off or mail in only.</p> <p>Contact us at:</p> <p>Uxbridge/Scugog: (289) 640-1929 or Brock: (705) 432-8654 Outreach is ext. 102 and 103 Tax line is 104</p> <p>North House assists the most vulnerable in the townships of Brock, Scugog and Uxbridge through the following services:</p> <ul style="list-style-type: none"> • Assistance with housing search • Provide access to stability funds for rent and utility arrears, last month's rent and moving costs • Assistance with rental applications for market and rent-geared-to-income housing • Landlord and Tenant Board support • Referrals to government and community resources • Eviction prevention through mediation with landlords • Navigation of the <i>Residential Tenancy Act</i> with tenants and landlords • Income tax preparation • I.D. replacement

Service	Current Status
	<ul style="list-style-type: none"> • Advocacy and referral for the Ontario Works and Ontario Disability Support Program • Referral to an emergency shelter • Assistance with the Ontario Electricity Support Program (OESP) and the Low-income Energy Assistance Program (LEAP) applications
<p>FOOD BANKS IN NORTH DURHAM</p>	<p>BROCK COMMUNITY FOOD BANK Food bank for individuals and families struggling to make ends meet and need food assistance. 705-426-1771 brockcommunityfoodbank1@gmail.com</p> <ul style="list-style-type: none"> • Beaverton Site - in a portable behind St. Andrew’s United Church - 523 Simcoe St., Beaverton, ON • Sunderland Site - behind the United Church - 10 Church St., Sunderland, ON <p>Open Fridays 10 a.m. - 1 p.m. As of March 25, 2020 Currently open Fridays 10 a.m. – 1 p.m., and are taking measures to keep all clients safe and healthy. They are limiting the number of clients allowed in the food bank at one time.</p> <p>NOURISH AND DEVELOP FOUNDATION Poverty reduction foundation with enhanced food security and education for self-reliance. Nourish Community Hub 16 York St., Cannington, ON L0E 1E0 705-432-2444 1-855-445-8633 info@tndf.ca</p> <p>As of March 30, 2020 As of March 30th we officially closed our building to the public and have “curbside pick-up” only for food orders. Please call ahead to place your order. We will coordinate the pick-up day and time with you by phone.</p> <p>OPERATION SCUGOG Victory Christian Centre 593 Alma St., Port Perry, ON 905-985-3087</p> <p>Currently Open Wednesdays 12 noon - 4 p.m. They are serving people outside. People can call the food bank at 905 985-3087 with any questions or concerns.</p> <p>UXBRIDGE LOAVES AND FISHES FOOD BANK St. Andrew’s-Chalmers Presbyterian Church 40B Toronto St. S., Uxbridge, ON L9P 1G9 905-852-6262</p>

Service	Current Status
	<p>uxbridgeloavesandfishes@hotmail.com</p> <p>Remains open on Wednesdays from 1 p.m. to 4 p.m. They are pre-packing food for clients so choice is more limited, but they continue to operate.</p>
<p>CHPI Program (Community Homelessness Prevention Initiative)</p> <p>Community Living Durham North</p>	<p>The CHPI program at Community Living Durham North is open for business. Our building is closed but we are meeting with clients digitally and are still offering all our services. New clients are welcome.</p> <p>CHPI offers housing support services to anyone experiencing or at risk of homelessness across Durham North including;</p> <ul style="list-style-type: none"> - Assisting to find and maintain housing - Advocating with landlords for tenants - Support at the landlord tenant tribunal - Applying for and obtaining supports through community resources - Connecting people to community resources. <p>We offer a wraparound service that works with all elements that affect housing. We work from a holistic, non-judgmental place and meet clients where they are at. Our goal is to assist individuals to be as successful as possible in maintaining and sustaining housing that is healthy and safe.</p> <p>Our contact information is 905-852-5919 and we are open from 8 to 5.</p>
<p>CHPI Program</p>	<p>CHPI at Community Living Durham North is back. We are now providing and offering Harm Reduction supplies & supports to people in North Durham. Effective now, we have both Smoke and Injection kits available. The CHPI program acknowledges that many aspects can lead to homelessness including substance use and works with members of the North Durham community no matter their status of usage and that abstinence is not a requirement for our services. By including harm reduction supports and supplies as part of our services, we acknowledge that each client’s relationship with substance use is different. Providing harm reduction supports and supplies allows our clients who use substances to have increased choice and control over their health, lives and enables them to take protective measures for not only themselves but also their families and our North Durham community.</p> <p>Contact our office 905-852-5919 – Chantal and Dawn would be happy to help you any way we can.</p>
<p>HELPING HANDS UXBRIDGE</p>	<p>Helping hands Uxbridge volunteers will do shopping for seniors. Call 1 833 Help 852 which is 1 833 435 7852.</p>